

LANCASTER COUNTY
PROGRAM SUPERVISOR – CRISIS CENTER

NATURE OF WORK

This is advanced professional human service work with direct responsibility for the supervision of Crisis Center operations and personnel.

Work involves coordinating and supervising the activities of the Crisis Center to provide continuity of services to clients. Work also includes coordination of services with other Mental Health Center divisions, and community human service and law enforcement agencies; developing, implementing and revising operational policies and procedures; and identifying the equipment and training needs of Crisis Center personnel. General supervision is received from the Mental Health Program Manager with work reviewed in the form of reports, conferences and effectiveness of program services. Supervision is exercised over subordinate staff assigned to the Crisis Center.

EXAMPLES OF WORK PERFORMED

Supervise the overall operation of the Crisis Center to ensure continuity of services to clients.

Coordinate staffing needs with contractual and part-time professional staff; assign, supervise and evaluate the work of subordinate staff.

Serve as liaison to contractual agencies providing ancillary services in order to facilitate communication on a case-by-case basis; coordinate and integrate services with community human service and law enforcement agencies.

Review and provide direction for client treatment and discharge planning.

Develop, implement and revise operational policies and procedures to facilitate functioning of the Crisis Center; evaluate and monitor program effectiveness.

Identify equipment and training needs of Crisis Center personnel and procure resources necessary to meet those needs.

DESIRABLE KNOWLEDGES, ABILITIES, AND SKILLS

Thorough knowledge of professional principles, practices and methods pertaining to the delivery of mental health services to clients.

Thorough knowledge of sociological, behavioral, and cultural factors influencing behavior and attitude of clients.

Thorough knowledge of the functions and services of community organizations and related human services.

Thorough knowledge of the laws, statutes, and ordinances covering the requirements of persons served by the Crisis Center.

Ability to plan and implement programs to meet departmental goals and objectives.

Ability to plan, assign, supervise and evaluate the work of subordinates engaged in providing services to clients.

Ability to make professional and supervisory decisions within framework of facility, State and Federal regulations and policies.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with co-workers, clients, family members, law enforcement agencies, and outside organizations involved with the Crisis Center, and the general public.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four year college or university with major course work in behavioral science, social work, psychology, sociology or related field supplemented by a Master's Degree in social work or other appropriate fields plus considerable experience in program management within a mental health program which includes experience in a responsible supervisory capacity.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year college or university with major course work in behavioral science, social work, psychology, sociology or related field supplemented by a Masters Degree in social work or other appropriate field plus experience in program management within a mental health program which includes some experience in a responsible supervisory capacity or any equivalent combination of training and experience which provides the desirable knowledges, abilities, and skills.

Approved by: _____
Department Head

Personnel Director

Revised 8/97

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